SECTION 4. TROUBLESHOOTING

4-1. TROUBLESHOOTING GUIDE

Problem	Cause	Correction
Power switch ON but fryer completely inoperative	• Open circuit	• Plug fryer in • Check breaker or fuse at wall
Pressure not exhausting at end of cook cycle	• Solenoid or exhaust line clogged	• Turn OFF and allow fryer to cool to release the pressure in frypot; have all lines, solenoid, and exhaust tank cleaned
Operating pressure too high	• Deadweight assembly clogged	• Turn OFF and allow fryer to cool to release the pressure in frypot; clean deadweight per Section 3-15

DO NOT OPERATE UNIT IF PRESSURE GAUGE SHOWS HIGH-PRESSURE CONDITIONS. SEVERE INJURIES AND BURNS WILL RESULT. PLACE THE POWER/PUMP SWITCH IN THE OFF POSITION IMMEDIATELY. RELEASE THE PRESSURE BY ALLOWING UNIT TO COOL. THE PRESSURE THEN DROPS. DO NOT RESUME USE OF UNIT UNTIL CAUSE OF HIGH PRESSURE HAS BEEN FOUND AND CORRECTED.

Pressure does not build	• Not enough product in frypot • Metal shipping spacer not removed from deadweight • Pressure not programmed • Lid gasket leaking	• Place full capacity product in frypot when using fresh shortening • Remove shipping spacer; see Section 2-2 • Check programming • Reverse or replace lid gasket
Shortening not heating	• Gas valve knob turned to the OFF position • Drain valve open • High temperature limit tripped	• Make sure gas control valve knob is turned to the ON position • Close drain valve • Reset high temperature limit
Foaming or boiling over	• See Boil-Over label on fryer and information in this manual	• Follow Boil-Over procedures
Shortening not draining	• Drain valve clogged	• Push cleaning rod through open drain valve
Filter motor won't run	• Motor overheated	• Reset motor

More detailed troubleshooting information is available in the Technical Manual, available at www.hennypenny.com, or 1-800-417-8405 or 1-937-456-8405.

4-2. ERROR CODES

In the event of a control system failure, the digital display will show an error message which are coded: “E-4”, “E-5”, “E-6”, “E-10”, “E-15”, “E-20A-D”, “E-41”, “E-46”, “E-47”, “E-48”, “E-70B”, and “E-92”. A constant tone is heard when an error code is displayed; and to silence this tone, press any of the product buttons.

DISPLAY	CAUSE	PANEL BOARD CORRECTION
“E-4”	Control board overheating	Turn switch to OFF position, then turn switch back to ON; if display still shows “E-4”, the board is getting too hot; check for signs of overheating behind the control panel; once panel cools down, the controls should return to normal; if “E-4” persists, replace the control
“E-5”	Shortening overheating	Turn switch to OFF position, then back to ON; if display shows “E-5”, the heating circuits and temperature probe should be checked; once the unit cools down, the controls should return to normal; if “E-5” persists, replace the control
“E-6A”	Temperature probe open	Turn switch to OFF position, then turn switch back to ON; if display shows “E-6”, have the temperature probe checked
“E-6B”	Temperature probe shorted	Turn switch to OFF position, then turn switch back to ON; if display shows “E-6”, have the temperature probe checked
“E-10”	High limit	Reset the high limit by manually pushing up on the red reset button; if the high limit does not reset, the high limit must be replaced; call Henny Penny’s Service Department
“E-15”	Drain switch	Close the drain using the drain valve handle; if display still shows “E-15”, call Henny Penny’s Service Department
“E-20A”	Air pressure switch failure (stuck closed)	Press the timer button to try the ignition process again; and if “E-20A” persists, call Henny Penny’s Service Department
“E-20B”	Draft fan or air pressure switch failure (stuck open)	Press the Timer button to try the ignition process again; and if “E-20B” persists, call Henny Penny’s Service Department
“E-20C”	Ignition module failure	Press the Timer button to try the ignition process again; and if “E-20C” persists, call Henny Penny’s Service Department
“E-20D”	Modules working but no ignition	Press the Timer button to try the ignition process again; and if “E-20D” persists, call Henny Penny’s Service Department

4-2. ERROR CODES (Continued)

DISPLAY	CAUSE	PANEL BOARD CORRECTION
"E-41"	Programming failure	Turn switch to OFF position, then back to ON; if display shows "E-41", the control should be re-initialized (see Programming section); if the error code persists, replace the control panel
"E-46"	Eeprom memory write error	Turn switch to OFF position, then back to ON; if display shows "E-46", the control should be re-initialized (see Pro gramming section); if the error code persists, replace the control panel
"E-47"	A-to-D failure (Analog converter chip)	Turn switch to OFF position, then back to ON; if display shows "E-47", the control should be re-initialized (see Programming section); if the error code persists, replace the control panel
"E-48"	Input system error (CPU can't read buttons digital inputs)	Turn switch to OFF position, then back to ON; if display shows "E-48", the control should be re-initialized (see Programing section); if the error code persists, replace the control panel
"E-70B"	Faulty power switch, or switch wiring; faulty I/O board	Have power switch checked, along with its wiring; have Input/Output board replaced if necessary
"E-92"	24-VAC fuse on I/O board open	Have components, in 24-volt circuit (I.E., hi limit, drain switch) checked for shorts

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